

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2178
Serial No. : 10/723,742 Examiner : Gregory J. Vaughn
Filed : November 26, 2003 Conf. No. : 9947
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

MAIL STOP AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

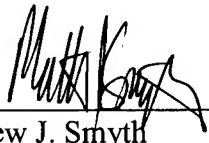
SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Applicants request consideration of the references listed on the attached PTO-1449 form. Under 37 C.F.R. § 1.98 (a)(2)(ii), only copies of foreign patent documents and/or non-patent literature are enclosed. Copies of any listed U.S. patents or U.S. patent application publications can be provided upon request.

This statement is being filed after a first Office action on the merits, but before receipt of a Notice of Allowance. Please charge Deposit Account No. 06-1050 in the amount of \$180 for the required fee. Please apply any other charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: MAY 24, 2007



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I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS -WEB system on this date: May 24, 2007

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-148001	Application No. 10/723,742
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Kumar et al.	
		Filing Date November 26, 2003	Group Art Unit 2178

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	5,983,369	11/1999	Bakoglu et al.			
	AB	6,999,990	02/2006	Sullivan et al.			
	AC	2001/0048449	12/2001	Baker, Benjamin D.			
	AD	2002/0130904	09/2002	Becker et al.			
	AE	2003/0043180	03/2003	Gusler et al.			
	AF	2003/0187672	10/2003	Gibson et al.			
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
	AQ	
	AR	
	AS	
	AT	

Examiner Signature	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	